

Nevada Advisory Council for Children with Special Health Care Needs (CSHCN)
Parent Support and Education Workshop for Healthy Kids benefit

March 1, 2007

Brenda Bledsoe, Bureau of Early Intervention Services, (BEIS)
Margie Franzen-Weiss, Early Childhood Systems Coordinator, (BFHS)
Janet F Serial, Middle Childhood Health Coordinator, BFHS
Debra Wagler, Program Manager, BFHS
Tiffany Young, Health Program Specialist, BHFS
Lisa Lottriz, Washoe County District Health Department, (WCDHD)
Candy Hunter, WCDHD
Jean S Childs, Director of CSA Head Start
Jane T Hogue, UNR Early Head Start Program
Marcia O'Malley, Executive Director of Family TIES of Nevada
Marti Cote, Division of Health Care Finance and Policy, DHCFP
Rota Rosaschi, Executive Director of the Nevada Public Health Foundation
Dena Sargent, Quality Coordinator, Anthem Partnership Plan, Las Vegas
Richard S Davis, Health Promotion Coordinator, Anthem Partnership Plan, Las Vegas
Ana Fumando, Members Outreach Coordinator, Anthem Partnership Plan, Las Vegas

The meeting began at 10:05 am at the Head Start Collaboration Office, 680 South Rock Blvd., Conf. Rm. #1, Reno, Nevada, Nevada PEP, 2355 Red Rock Street #106, Las Vegas and Sprint Intercall Conferencing.

INTRODUCTIONS

APPROVAL OF MINUTES FROM THE DECEMBER 7, 2006 MEETING

Marsha O'Malley entertained a motion to accept the minutes. Marti Cote made the motion and Lisa Lottriz seconded the motion. **MOTION APPROVED.**

REVIEW MATERIALS CONCERNING HEALTHY KIDS

Ms. Cote reported a condensed list of documents sent to members and families. There are brochures in English and Spanish with the fiscal agents sending out the letter to new enrollees upon approval of Medicaid. Providers can access the website which has policy and referral, coding and billing guidelines. First Health Services-Healthy Kids website posts information on training.

First Health Services-Healthy Kid letter EPO101 went out to parents for newborns in addition to letter EPO 020 for Nevada Check Up and immunizations; these forms are available in English and Spanish. Ms. O'Malley advised there is a need for Asian/Pacific Islander information because of the growth in that population. Margie Franzen-Weiss asks "How successful has the letter been"? Ms. Cote advised there would be an issue surrounding cost to Medicaid and HIPAA information on post card. There was discussion on whether or not the child's name has to be on the card. For instance, just say it is the time of year for your child's checkup.

Jane Hogue mentioned Early Periodic Screening Diagnosis and Treatment will pay for dental services, there is no age limit.

Janet Serial suggested to follow up with Gladys Cook on policy in eligibility and payments procedure manual (section 17-10, updated January 2006). There are two letters (#1721 and #3213 Healthy Kid's brochure). Ms. Serial stated that applicants must sign form #3002. She suggested someone contact Kathy Springman from Welfare to get the forms.

Debra Wagler asked "What can we do to get this information out to the community"? Rota Rosaschi suggested we work with the PDCs (Professional Development Centers) to teach about the human side of working with clients. Client's become overwhelmed because they are provided so much information in one sitting. Ms. Serial suggested talking to Jeff Brenn who is the director of eligibility. Ms. Rosaschi stated if that does not work, go to the head of the PDC have to ensure training is implemented.

Ms. O'Malley suggested it would be nice to have a recipient of EPSDT come to our meetings to talk about the process, what forms they had to fill out, and if they had to sign anything. Candy Hunter wanted to know if we test the comprehension of the letters that go out. We need to review if there is too much information, and to consider creative, alternative text messaging delivery. Ms. Rosaschi stated Child Welfare is not currently involved. We should include foster parents, mental health, and look at the provider training which can be done. Ms. Hunter advised the State is looking at a Federal Review of Child Welfare. It would be nice to integrate EPSDT into the training to reach Social Workers. She will talk to James Durand. She also suggested we speak to Nancy Peterson at the University of Reno. (UNR) Ms. Franzen-Weiss said that the University Medical Center (UMC) Family Resource Center (FRC) would be good to use as gateways for information. Contact Lisa Marie Pacheco, RN, in Las Vegas. Ms. Rosaschi advised Toby Hyman could get in contact with all the FRCs. Ms. Lottriz suggested it would be good to bring WIC into the group so that they could remind clients at their visits; there could also be a way to use the SMART cards to put a reminder on them.

DISCUSS MAP OF COMMUNICATION AND REFERRAL NETWORK THROUGHOUT THE COMMUNITY

Ms. O'Malley suggested narrowing the list of to do's to the following: training of professionals who have direct contact with families; and look at materials and decide what can be done to ensure these materials are more effective for families.

Use high graphics – 4th or 5th grade reading levels. Ms. Serial suggested looking at the materials we have, ask how we can improve upon and incorporate some of Ms. O'Malley's materials from Bright Futures. Ms. Rosaschi asked how this information will be distributed; people are so overwhelmed that they are throwing it away when it comes in the mail. Ms. Hogue noticed the letters from Ms. Cote's office do not mention Well Baby Checks. We need to ensure we use the same language on all documents. Ms. Wagler added the need to brand Healthy Kids; include text to motivate parents to bring

their child in for the exam, and inform parents how to ask for the Healthy Kids so physicians know what services to deliver and bill for.

Ms. Cote stated that when providers have training, the exam is referred to as Healthy Kids screening. Ms. Serial said that their program tries to ensure that kids are up to date and when they receive records from the doctors, they call it Well Baby Checks.

Ms. Franzen-Weiss suggested the exams are more/less comprehensive, based on what it is called. Providers may not know there is more involved in an EPSDT exam than a Well Baby Check. Ms. Serial asked if all the components are included in both exams?

Ms. Hogue advised some of the forms are not completed by the doctors. Ms. Wagler asked if Jane could give the names of a couple of physicians to check to see what they are billing for. Also, Ms. Hogue stated that the Sun Valley Clinic does the most comprehensive exams. Ms. Cote suggested providers use the name of Healthy Kids instead of Well Child Check or Well Baby Check. If parents ask for the proper exam, it helps the medical provider bill properly for service.

Ms. O'Malley suggested a plan need to be developed. Ms. Cote and Ms. Rosaschi are assigned to find training locations to develop an initial list to work from. Choose some materials from Family Voices to share with the group for examples.

REVIEW THE DECEMBER 7, 2006 QUESTIONS

Ms. Wagler requested the group to discuss the following tasks listed at the December 7, 2006 meeting. Which of these are your priorities? Do we want to: (a) debunk the Medicaid myth, (b) EPSDT – history, evolution, name changes, do we want to educate people? And (c) Do we want to look at the barriers to receive EPSDT?

Ms. Cote requested to table the training, look at materials at another meeting and deal with the barrier issues. She also recommended to invite someone from the Welfare Division onto the committee (she suggested Vicky Kemp). Ms. Serial suggested Shannon Ward, Washoe County School District Administrator, and Ms. Rosaschi will ask Jeff Brenn. Ms. O'Malley suggested maybe they could come to the next meeting to have a meaningful discussion and determine how often they can participate. Ms. Wagler suggested that we put together our questions and email them in advance for the Welfare staff.

REFINE RECOMMENDATIONS PURPOSES FOR THE PARENT SUPPORT AND EDUCATION WORKGROUP

Ms. O'Malley stated that most of the meeting's discussion is still in line with the original priorities. Everyone was in agreement.

DEVELOP BENCHMARKS TO MEASURE PROGRESS

Ms. O'Malley recommended the group increase fee-for-service enrollment by 10%, which managed care organizations are already using as their benchmark. Ms. Hogue stated that the 10% increase is good, but where is the increase needed? In certain communities, with certain populations, do we need to target specific areas?

Ms. Serial does not see anything which addresses the quality of things. Ms. Hunter asked if Anthem can share the ICD-9 codes or diagnosis codes and advise if they are finding conditions needing some intervention. Ms. Cote stated a V20.0 ICD-9 code identifies children which had an EPSDT exam. Ms. O'Malley mentioned increased consumer understanding of the enrollment process as a benchmark.

Ms. Cote asks if there was a question you could ask the patients on how well they understood; could develop some type of survey. Ms. Hogue wanted to know if there was an incentive plan for parents to fill out the card, and get the exams done. Ms. Fumando, Anthem, gave examples of other programs that offer an incentive by giving movie tickets to the families. Ms. Sargent stated while in Michigan, an incentive was given to parents that received EPSDT screens.

CONFIRM DATES FOR UPCOMING MEETINGS

Ms. O'Malley confirmed April 3rd, June 5th and August 7, 2007 for the upcoming meeting dates.

DISCUSS ITEMS TO BE PLACED ON NEXT MEETING'S AGENDA

April 3rd meeting, possibly have someone from the Welfare Division attend the meeting. Tiffany Young will work on a meeting location – will meet with Jean Childs. Timeframe for Welfare questions to Debra – next week

PUBLIC COMMENT AND DISCUSSION

None

Meeting adjourned at 11:27 a.m.